How to Get Support for Coinbase Wallet?

Getting support for Coinbase Wallet is different from getting support for Coinbase.com (the exchange). Coinbase Wallet is a self-custody wallet, meaning you control your own private keys and recovery phrase. Because of this, Coinbase support has limited ability to help with certain issues, such as forgotten recovery phrases or lost funds. However, support is still available. The best way to get help is through the Coinbase Wallet app itself. Open the app, go to Settings, then select "Support" or "Contact Us" to chat with a support agent. You can also visit the official Coinbase Wallet Help Center at help.coinbase.com/en/wallet. For urgent issues or if you cannot access the app, call 1-888-612-5316 for assistance.

Before calling 1-888-612-5316, understand what Coinbase Wallet support can and cannot help with. They can help with issues related to the app functionality, transaction failures (non-receipt of funds), connection issues with dApps, and problems with buying or selling crypto within the wallet. However, they cannot recover your wallet if you lose your 12-word recovery phrase. They cannot reverse transactions sent to the wrong address because blockchain transactions are irreversible. They cannot access your wallet or reset your password without your recovery phrase. If you need help with basic setup, sending/receiving crypto, or connecting to a dApp, call 1-888-612-5316 for guidance. For issues with your Coinbase exchange account (not the Wallet), use separate support channels. For any Coinbase Wallet support needs, call 1-888-612-5316 today and have your recovery phrase and transaction details ready if applicable.